

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: XX ☐ NEW POSITION ☐ EXISTING POSITION ☐ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)	
3. Division Operations			12. Proposed Class Title <u>Public Service Administrator II</u>	
4. Section	For Use By Personnel Office	13. Allocation		
5. Unit		14. Effective Date		
6. Location (address where employee works) City Wichita, El Dorado, Winfield, Pratt County		15. By	Approved	
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. % Regular		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM		17. Audit Date: By: Date: By:		

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
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Harold Pitts	Public Service Executive	
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Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Harold Pitts	Public Service Executive	

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This is managerial work planning, organizing and directing the activities and managing the resources necessary to operate and maintain a

program or programs that have multiple sub-programs and/or diverse activities.

Work involves developing or revising operating procedures, objectives and goals within agency or regulatory guidelines; formulating policies, and interpreting and directing the application of policies and guidelines; using management systems and tools to determine, assign, and oversee the quality of work and to direct and coordinate program activities; and exercising control over resources for specific phases of a program(s).

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
50%	E	<p>RECEPTION AND ADMINISTRATIVE SUPPORT SERVICES: Establishes and assures consistent delivery of Reception Services and Administrative Support for the EES division across the region including Front Desk interface between customers, visitors and region staff to assure program services are delivered as expected and agency interface with public entities and community partners occurs in a professional and effective manner; accurate handling of telephone contacts through voice mail; prompt and accurate distribution of incoming mail and deliveries; safe and pleasant lobby environment and resources to promote customer and visitor self-service and ease of service access. Travel is required to supervise staff in El Dorado, Pratt and Winfield Service Centers.</p>
25%	E	<p>SUPERVISION: Supervises and directs the work of reception and EES administrative staff in the Wichita Region. Direct reports include supervisors of reception staff. Hires qualified staff and provides appropriate leadership, mentoring, guidance and direction. Establishes employee performance standards and expectations to ensure that employees fully understand assigned roles and individual responsibilities. Monitors performance, documents appropriately and provides regular feedback to ensure employees performance meets or exceeds expected standards. Troubleshoots on complex issues and recommends alternatives as appropriate to ensure responsible actions and minimize risk of liability. Develops and implements corrective action plans, takes informal disciplinary actions and recommends formal disciplinary actions as needed in accordance with the DCF Progressive Disciplinary Policy. Identifies employee training needs and takes necessary action to ensure employees have the training needed to effectively meet expectations and program outcomes.</p>
15%	E	<p>EBT ADMINISTRATOR: Assures consistent delivery of EBT replacement cards in all regional offices in accordance with EBT policy. This includes providing training and coaching regarding federal regulations dictating proper handling, use, issuance and storage of EBT hardware. Position will ensure all regulations are met in all regional offices.</p>

10%	E	<p>OTHER PROJECTS AS ASSIGNED: Complete special projects and other related duties as assigned by supervisor.</p> <p>Region Director: Includes supervisors of reception staff. Hires qualified staff and provides appropriate leadership, mentoring, guidance and direction. Establishes employee performance standards and expectations to ensure that employees fully understand assigned roles and individual responsibilities. Monitors performance, documents appropriately and provides regular feedback to ensure employees performance meets or exceeds expected standards. Troubleshoots on complex issues and recommends alternatives as appropriate to ensure responsible actions and minimize risk of liability. Develops and implements corrective action plans, takes informal disciplinary actions and recommends formal disciplinary actions as needed in accordance with the DCF Progressive Disciplinary Policy. Identifies employee training needs and takes necessary action to ensure employees have the training needed to effectively meet expectations and program outcomes.</p> <p>EBT ADMINISTRATOR: Assures consistent delivery of EBT replacement cards in all regional offices in accordance with EBT policy. This includes providing training and coaching regarding federal regulations dictating proper handling, use, issuance and storage of EBT hardware. Position will ensure all regulations are met in all regional offices.</p> <p>OTHER PROJECTS AS ASSIGNED: Complete special projects, assignments and other related duties as assigned by supervisor.</p>
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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 () Plans, staffs, evaluates, and directs work of employees of a work unit.
 (X) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
Delphine Manning	Program Consultant I	K0045468
Anastasia Lizzol	Senior Administrative Specialist	K0064468
Marie Gutierrez Senior	Administrative Assistant	K0129869
Cheryl Clingerman	Administrative Assistant	K0052504
Shelia Dowell	Administrative Assistant	K0050334
Tim Milby	Administrative Assistant	K0046135

Vickie Burns
Brenda Sexton
Denette Sersland

Administrative Assistant
Administrative Assistant
Administrative Assistant

K0059141
K0162961
K0162965

23. Which statement best describes the results of error in action or decision of this employee?

- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.
☒ Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
☐ Major program failure, major property loss, or serious injury or incapacitation.
☐ Loss of life, disruption of operations of a major agency.

Please give examples.

Consequences could include inadequate customer service to agency clients and the general public, delayed or incorrect benefit delivery to program recipients, misuse of benefits and resources.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with employees for the purpose of communicating information, direction and work assignments. Daily contact is also made with the public for the purpose of giving general program information and directing agency clients to the appropriate agency staff member.

25. What hazards, risks or discomforts exist on the job or in the work environment?

There is considerable stress-related activity in this position. The employee's unit has daily deadlines to meet in dealing with DCF clients and the general public. Pressure also results from maintaining accountability for the local EBT card program and responding to the needs of the intake, assessment and interview area. This position may encounter hostile, angry or upset people daily.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, telephone systems, and copy machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to clients.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

One year of experience in providing direction necessary to implement the objectives of an agency, program, or organizational unit. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Valid Driver's License

Licenses, certificates and registrations

Must maintain a valid driver's license.

Special knowledge, skills and abilities

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or Date
Appointing Authority